

B) Detailed Description of Internship. This section should be divided into the following subsections:

1. Orientation and Training: Describe the orientation and training you will receive as preparation for accomplishing your internship assignments. This should include a tentative schedule indicating the days, dates, and time for this orientation and training.

The first orientation is scheduled for September 12, 2018. I will be meeting with my supervisor to develop a Quality Improvement Plan guide. Throughout the semester, we will complete a variety of tasks before the end of the 2018 year: Identify QI tools (PDSA, Lean, Six Sigma, etc.); review QI/PM software; Discuss with bureau directors regarding QI skills needed that is specific to each unit; Schedule training sessions with staff and department leaders and managers.

2. Description of Internship Assignments: Describe the projects for which you will be responsible during this internship, i.e. what services, programs, or activities will you are responsible for planning, implementing or evaluating?

Background: The Department of Health in Carroll County is currently in the process of creating performance measure/quality improvement resources. This internship is to collaborate with Health Planning to provide resources and tools, identify QI projects, and application of quality tools and methods. Projects that I will be responsible for are: (1) Develop a culture of QI - develop a guidance of adapting levels of quality improvement for staff specifically in a local health department environment - ensure that QI is to improve the process and not blame the system; (2) Develop a QI training module - provide resources and common QI tools and measurements that are essential - create a Quality Improvement manual and think of real-life situations that involve QI measurements to improve procedures or performance improvement - adapt learning tools for each unit (e.g. Clinical Nurses unit, Bureau of Mental and Substance Abuse unit, Administrative unit, etc.) - identify best practices to consider in using QI strategies; (3) Help develop a QI committee - select individuals from each unit to represent "QI teams" that oversee QI projects; create a "mission, vision, values" for new QI unit/teams; (4) Assist in identifying QI projects - work on several system-wide QI projects.

3. Intern Evaluation: Provide a tentative plan for meeting with your Site Mentor supervisor for evaluative conferences.

During the internship, my supervisor and I plan to meet during the middle of October for midterm evaluation of my performance, and early December for final evaluation of my performance.

Approved by:

*Margaret S. Kung*

9/11/18

HLSA 785 Internship Work Plan  
Nicole T. Stephenson  
Due: 09/10/2018

Internship title and location: Department of Health in Carroll County; Quality Improvement Intern

A) Career Goals:

1. What are your career goals?

My short-term career goal is to gain skills in data analysis and methodology, identify quality improvement measures and tools to support improvement efforts, and to encourage staff to participate in these quality measures. Obtaining these skills will be essential for my long-term career goal of obtaining a position in quality or performance improvement. Furthermore, these skills will allow me to focus on various projects and implement solutions to challenges within the healthcare setting.

2. How will the internship help you achieve these goals?

The internship will help me achieve my short and long term career goals by allowing me to apply quality improvement concepts and demonstrate leadership. The internship will focus on developing quality improvement training sessions to educate staff on QI modules and tools used to identify processes, while also developing a culture of quality improvement among the agency. I will demonstrate leadership skills by being responsible for developing a training guide for the agency to utilize, schedule and partner with units to identify and build skills needed for their position, and identify potential QI projects for units to address. This internship will educate and train me to identify QI measures and tools and how to analyze data, while developing a culture of QI to ensure compliance and support of these efforts. These skills will help me achieve my short and long-term career goals.

3. What are the specific objectives you wish to accomplish during this field placement?

Specific objectives I hope to accomplish during my internship with Carroll County Department of Health as a Quality Improvement intern is (1) Identify opportunities for improvement through analysis of data, operation, and agency; (2) Organize a quality improvement committee, and develop quality efforts and measures; (3) Lead quality improvement projects and provide education to staff in order to build QI skills; and (4) Encourage staff to participate and utilize quality improvement measures.

4. Please identify the MHA or MPH competencies addressed by your internship activities.

The MHA competencies addressed by my internship with Carroll County Department of Health are: Apply quality and performance improvement concepts to address organizational performance issues; and Demonstrate leadership and skills for building partnerships.